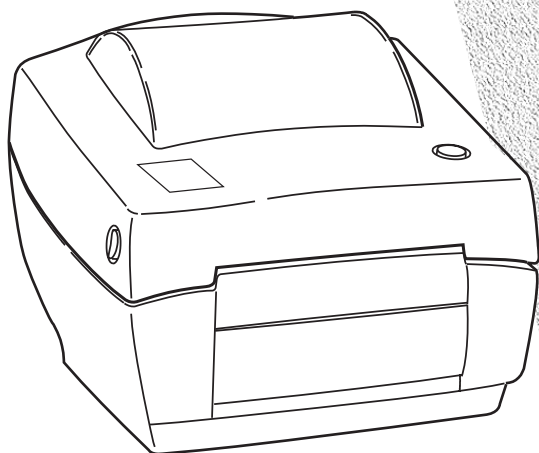


Equipment Manual



Monarch®
9414™ Printer



PAXAR

Each product and program carries a respective written warranty, the only warranty on which the customer can rely. Paxar reserves the right to make changes in the product, the programs, and their availability at any time and without notice. Although Paxar has made every effort to provide complete and accurate information in this manual, Paxar shall not be liable for any omissions or inaccuracies. Any update will be incorporated in a later edition of this manual.

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WARNING

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

CANADIAN D.O.C. WARNING

This digital apparatus does not exceed the Class A limits for radio noise emissions from digital apparatus set out in the Radio Interference Regulations of the Canadian Department of Communications.

Le présent appareil numérique n'émet pas de bruits radioélectriques dépassant les limites applicables aux appareils numériques de la classe A prescrites dans le Règlement sur le brouillage radioélectrique édicté par le ministère des Communications du Canada.

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Paxar Americas, Inc.
170 Monarch Lane
Miamisburg, OH 35342

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GETTING STARTED

1

The MRD (**M**ade **R**eady **D**iscard) system is a product freshness and inventory control labeling system that helps decrease product waste. The system uses the Monarch® 9414™ printer with the keypad/terminal and the Pizza Hut® Application.

This chapter includes information about

- ◆ unpacking the MRD system (for new systems only)
- ◆ setting up the MRD system
- ◆ reading the indicator light.

Unpacking the MRD System

For new systems only:

After you unpack the MRD system, you should have

- ◆ 9414 Printer and power supply
- ◆ keypad/terminal with rubber cover (may already be on the keypad/terminal) and power supply
- ◆ scanner
- ◆ communications cable
- ◆ *Equipment Manual* (Keep this manual in a safe place), Maintenance Quick Reference Sheet (Job Aid) and System Setup Sheet
- ◆ product/quantity scan sheet
- ◆ Velcro® strips (four extra), cable ties (four), bolts (two), and wood screws (two)
- ◆ Tray

If you need help, please call 1-888-666-9414. If you need more paper labels, call one of the following:

Prime Source: 800-397-4737 (order item #85221)

Wasserstrom: 800-999-9277 (order item #374014)

Unified Food Co-Op: 800-444-4144 (order item #374014)

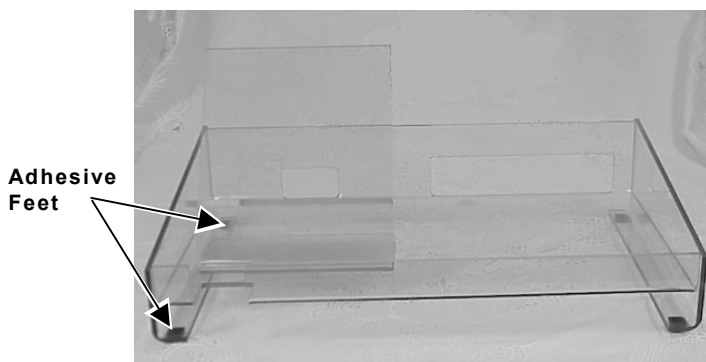
Keep all packaging material in case you need to move or return the MRD system.

Setting Up the System

CAUTION

Do not touch the electrical connectors while setting up the printer. Electrostatic discharge can damage or destroy the printhead or electronic components.

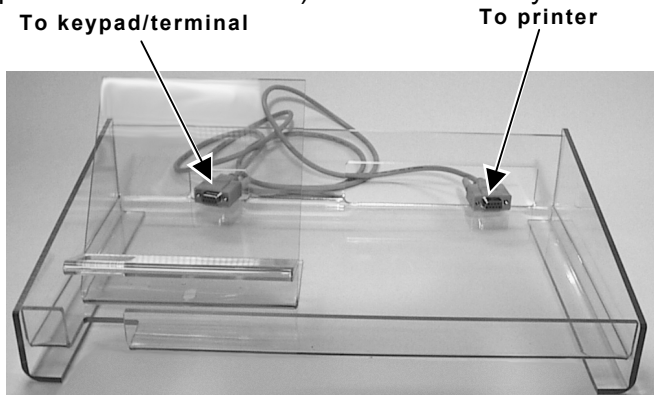
1. Remove the tray from its packaging. Check inside the packaging for the adhesive feet. Remove the feet from their adhesive backing and apply one to each corner.
2. Place the tray on the cut table near an electrical outlet.



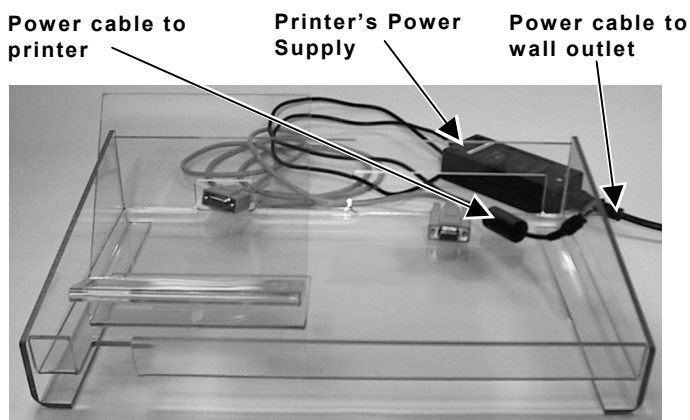
Tray design may vary from the one shown in this manual.

3. Make sure the power on the printer is turned off before setting up any cables. The power switch on the back of the printer should be in the OFF (O) position.

4. Facing the front of the tray, lay the serial cable (part number 125802) behind the tray.

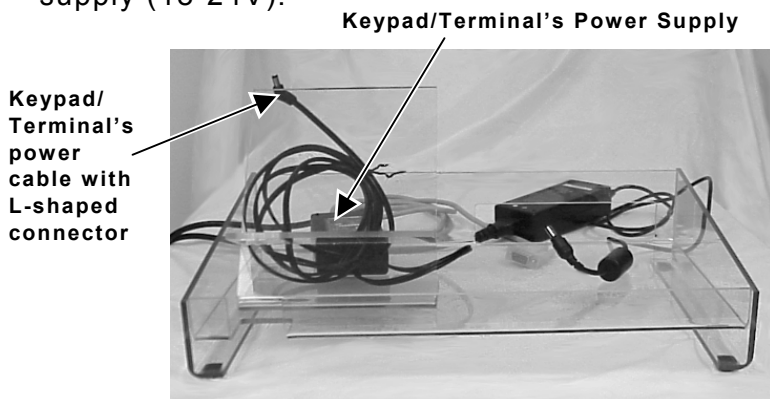


5. Plug the three-hole end of the printer's power supply cable into the three-pronged outlet in the printer's power supply.



6. Place the printer's power supply behind the tray with the printer's connector on the right side.

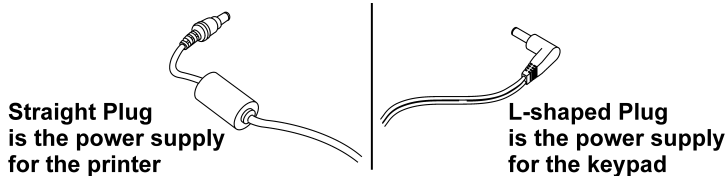
7. Place the keypad/terminal's power supply into the tray under the shelf with the three-pronged end facing the cut-out in the back of the tray.
8. Through the back of the tray, plug the three-hole end of the keypad/terminal's cable into the three-pronged outlet in the keypad/terminal's power supply (18-24V).



9. Lay the keypad/terminal's cable with the L-shaped connector on the shelf.
10. Place the keypad/terminal on the shelf, but do not remove the tape from the Velcro® at this point.

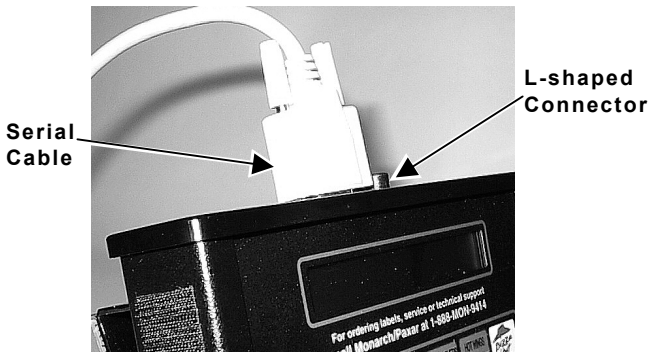
WARNING

The printer's power supply uses a different voltage than the keypad. To connect the wrong power supply could permanently damage the keypad or the printer.



The keypad/terminal should not be operated in a location that has room temperatures above 158° F or below -4° F for extended periods of time. This could permanently damage the display.

- 11.** Plug the L-shaped connector into the socket located on the top of the keypad/terminal (12V).
- 12.** Connect the serial cable to the top of the keypad/terminal.

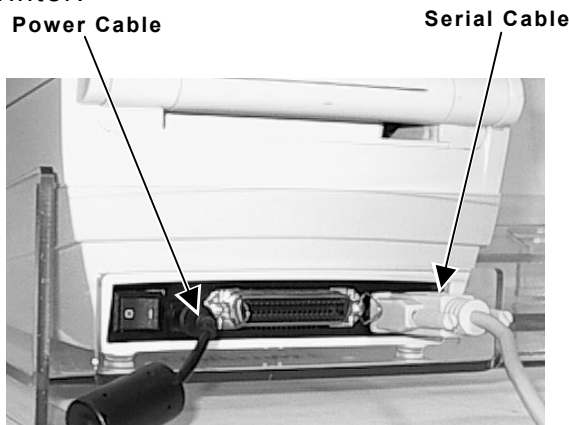


- 13.** Place the printer in the tray.

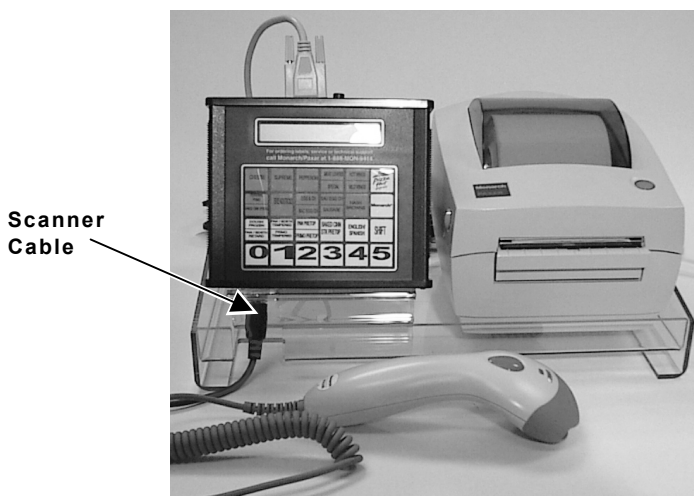
The printer should never be operated while resting on its side or upside down.

ALWAYS PLUG THE PRINTER INTO THE ELECTRICAL WALL OUTLET FIRST AND THEN TURN ON THE PRINTER - NEVER TURN ON THE PRINTER AND THEN PLUG IT INTO THE WALL OUTLET.

- 14.** Plug the printer's power supply cable (with the straight end) into the socket on the back of the printer.



- 15.** Connect the serial cable to the printer's serial port.
- 16.** *If necessary*, adjust the cables. Make sure all the cables move freely through the openings in the back of the tray. Use a cable tie to secure them.
- 17.** Lift up the keypad/terminal with one hand and feed the scanner cable connector through the notch as shown.



- 18.** Plug the scanner cable connector into the socket and then turn the connector to lock the cable in place.
- 19.** Remove the tape from the Velcro® on the keypad/terminal and put the keypad/terminal onto the shelf.
- 20.** Plug the printer's power supply cable into a **GROUND** electrical outlet. ALWAYS PLUG THE PRINTER INTO THE ELECTRICAL WALL OUTLET FIRST, AND THEN TURN ON THE PRINTER.
- 21.** Plug the keypad/terminal's power cable into a **GROUND** electrical outlet.

WARNING

The printer and power supply should never be operated in a location where either one can get wet. Personal injury could result.

- 22.** Press the power switch on the back of the printer to the ON position (I) to turn on the printer.

Reading the Indicator Light

The indicator light monitors the printer's status.

Indicator Light
(around the
Feed Button)

Feed Button



Indicator Light	Description
GREEN	Printer is on and ready to use.
RED	Supply has run out or is not loaded. Load supply. See Chapter 2, "Using the Pizza Hut® Application," for more information. Or, clear the buffer. Follow the steps below.
ORANGE	Error has occurred. See Appendix A, "Troubleshooting," for more information. To clear the error, press the FEED button. Or, clear the buffer. Follow the steps below.
No light	Printer is off. Make sure the power supply is connected properly. See "Setting up the System" earlier in this chapter.

Clearing the Buffer

To clear the buffer:

1. Turn off the printer.
2. Load labels for non-peel mode. See Chapter 2, "Using the Pizza Hut® Application."
3. Press and hold the FEED button while turning on the printer.
4. Release the FEED button when the indicator light starts flashing red.

Several labels advance including the status label.

5. Press the FEED button.

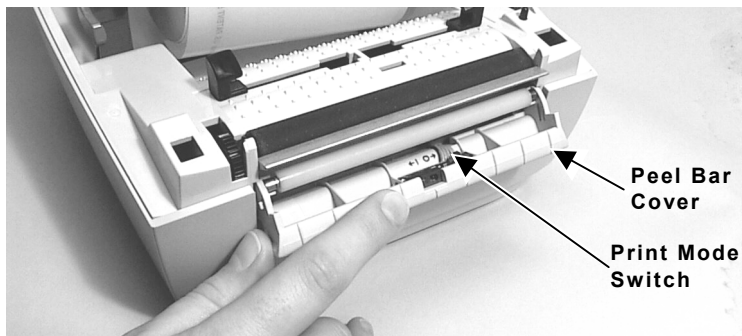
Switching Print Modes

To switch the printer to print labels for Hot Hold Items:

1. Open the peel bar cover by pushing down.
2. Change print modes to peel by switching the print mode switch to the (1) position.

1=Peel Mode

0=Non-peel Mode



3. Load supplies for Hot Hold Items, See Chapter 2, "Using the Pizza Hut® Application," for more information.

USING THE PIZZA HUT® APPLICATION

2

This chapter describes how to

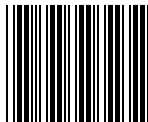
- ◆ set the date/time/hot-hold time
- ◆ select a language
- ◆ load labels
- ◆ process the product.

Setting the Date/Time/Hot-Hold Time

Keep this manual in a safe place; otherwise, changing the settings would require a service call.

To set the Date:

1. Scan this barcode to start the program.



2. The display shows the current date setting. If this is correct, press the **Pizza Hut®** button.

To change the setting, use the top row buttons on the keypad/terminal:

- ♦ **Cheese** button changes the month.
- ♦ **Supreme** button changes the day.
- ♦ **Pepperoni** button adds a year.
- ♦ **Meat Lover's®** button subtracts a year.

3. Press the **Pizza Hut®** button to exit.

To set the Time:

1. Scan this barcode to start the program.



2. The display shows the current time setting. If this is correct, press the **Pizza Hut®** button.

To change the setting, use the top row buttons on the keypad/terminal:

- ◆ **Cheese** button changes the hours.
- ◆ **Supreme** button changes the minutes.
- ◆ **Pepperoni** button changes AM/PM.

3. Press the **Pizza Hut®** button to exit.

To set the Humidified Hot-Hold Time:

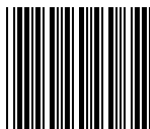
1. Scan this barcode to set the Humidified Hot-Hold Time.



The display shows "Set to (Winston, Bevilis or Henny Penny) Hot Hold". The time will be set depending on the product.

To set the Dry Hot-Hold Time:

1. Scan this barcode to set the Dry Hot-Hold time.



The display shows "Set to Dry Hot Hold" (i.e. Hatco, JR2000). The time will be set depending on the product.

Selecting a Language

The language selection is only for hot-hold (freshness) labels. If Spanish is selected, pressing a dough button prints a dough label in Spanish.

The keypad/terminal display is
always in English.

To select a language:

1. Press the **English/Spanish** button once. The current language setting displays.
2. Continue pressing the **English/Spanish** button until you see the option you need:
 - ♦ English
 - ♦ Spanish
 - ♦ English/Spanish
3. Press the **Pizza Hut®** button to save the setting.

Loading Labels

If you run out of labels while printing, do not turn off the printer when reloading the labels. You may lose your data. The printer resumes printing when reloaded.

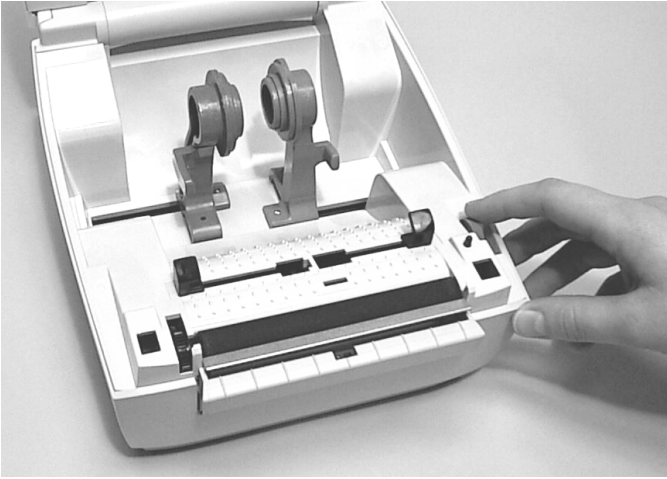
Loading Labels for MRD and Dough Staging

1. Remove and discard the tape from a new roll of labels.
2. Press the cover release levers (on both sides of the printer) towards the front of the printer to release the cover. Lift open the cover.

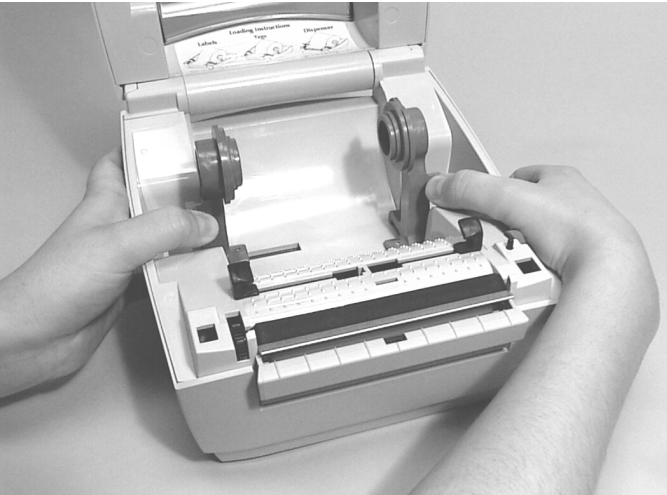


Remember to clean the printhead every time you load a new label roll into the printer. Turn the printer OFF to clean it. See "Cleaning the Printhead" in Chapter 3 for more information.

3. Adjust the supply guides to their widest position by turning the dial.

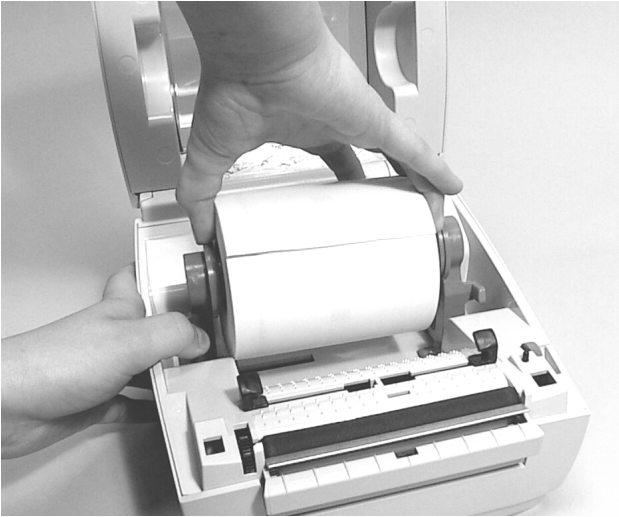


4. Open the supply holders to their widest position by pushing out the supply holder tabs.

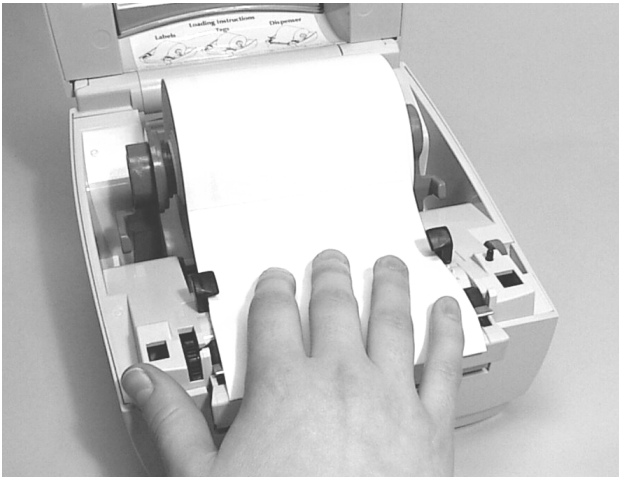


2-6 Using the Pizza Hut Application

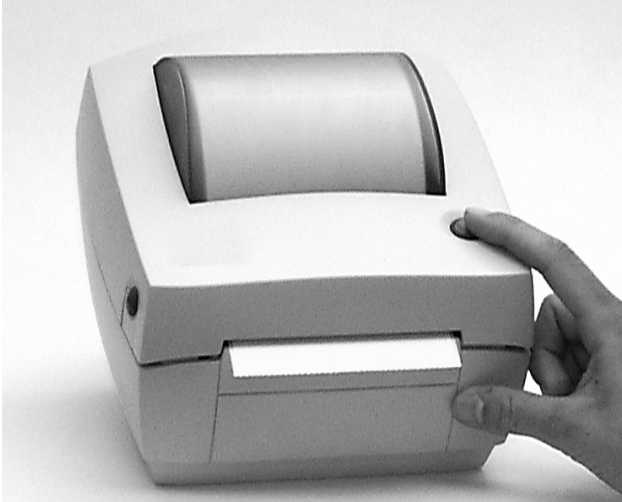
5. Load the supply roll.



6. Press the supply under the supply guides and adjust the supply guides so they just touch the edges of the backing paper.



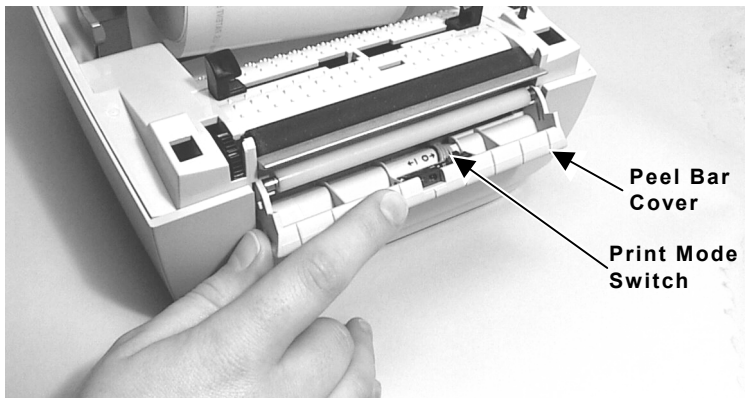
7. Close the cover until the cover locks in place.



8. Press the FEED button. The indicator light should be GREEN.

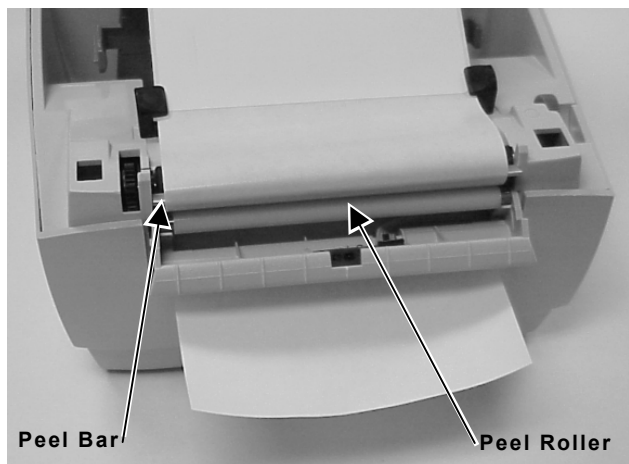
Loading Labels for Hot-Hold Items

1. Remove and discard the tape from a new roll of labels.
2. Press the cover release buttons (on both sides of the printer) towards the front of the printer. Lift open the cover.
3. Adjust the supply guides to their widest position by turning the dial.
4. Open the supply holders to their widest position by pushing out the supply holder tabs.
5. Load the supply roll.
6. Press the supply under the supply guides and adjust the supply guides so they just touch the edges of the backing paper.
7. Open the peel bar cover by pushing down.



8. Change print modes to peel by switching the print mode switch to the (1) position.
1=Peel Mode
O=Non-peel Mode
9. Remove the first two labels from the backing paper.

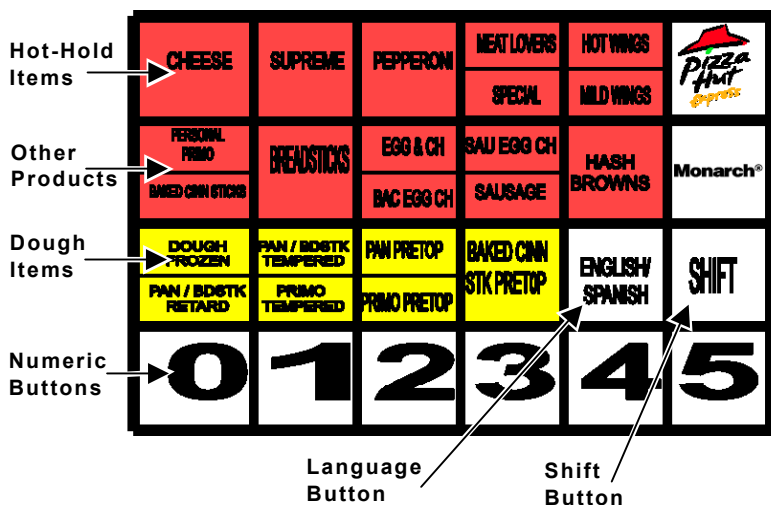
- 10.** Feed the backing paper over the peel bar and under the peel roller.



- 11.** Press the supply under the supply guides and adjust the supply guides so they just touch the edges of the backing paper.
- 12.** Close the peel bar cover by pushing up until it locks.
- 13.** Close the cover until the cover locks in place.
- 14.** Press the FEED button. The indicator light should be GREEN.

Using the Keypad/Terminal Buttons


- ◆ Hot Hold Items (Red buttons: Personal Pan Pizza®, Primo, Breadsticks, Wings, and Breakfast items) - prints a label with the product name and the freshness time.
- ◆ Dough Products - prints labels with the time/date for each preparation process. For more information about dough products, see "From Frozen to Pre-Top."
- ◆ Shift - Press Shift to get products listed at the top of certain buttons. For Mild Wings, press the Hot Wings/Mild Wings button. For Hot Wings, press and release Shift, then press the Hot Wings/Mild Wings button. Do not press Shift and a product button at the same time. Press and release the Shift button, then press a product button.
- ◆ Print Quantity - use the numeric buttons to enter a quantity of labels that you want printed. The numeric buttons should be pressed first, before pressing a product button.



Reading the Scan Sheet

The scan sheet helps you quickly process your inventory by scanning the barcodes at various stages of food preparation. There are three stages:

- Stage 1** Creates a received on label.
- Stage 2** Creates a thaw stage label. Not all products require a thaw label. For example, black olives go from a received on label directly to the maketable.
- Stage 3** Creates a maketable stage label.










 You can by-pass Stage 1 or Stage 2 labels when you take a product directly from the distributor into the thaw stage or preparation stage (maketable). To by-pass Stage 1 labels, scan "Thaw" from the process box at the top of the scan sheet. To by-pass Stage 2 labels, scan "Maketable" from the process box at the top of the scan sheet. See "Inventory Labeling" for more information.

Below is the PROCESS box from the scan sheet:

PROCESS (Only scan if you want to by-pass a RECEIVED ON Label)

Thaw		Maketable	
------	--	-----------	--

Below is the QUANTITY box from the scan sheet:

QUANTITY TO PRINT		
 01	 04	 07
 02	 05	 08
 03	 06	 09

The PRODUCT sections from the scan sheet are shown on the following page. The scan sheet can be found posted near the MRD system.

Processing the Product

Use the Pizza Hut® application to label the Hot-Hold items and inventory products. You can find the products either on the product/quantity scan sheet or on the keypad/terminal.

NOTE: One side of the scan sheet is in English; the other side is in Spanish.

PIZZA (Scan to get a RECEIVED ON Label)

Bacon Pieces		Ham		Green Peppers (Pre-Cut)		Pork	
Beef		Italian Sausage		Red Onions (Pre-Cut)		Mushrooms	
Buffalo Chicken		Jalapenos		Pepperoni		Pineapple	
Black Olives		Meat Mix		Pizza Sauce Concentrate		Diced Tomatoes	
Pizza Cheese							

WINGS (Scan to get a RECEIVED ON Label)

Wings		Wing Dressing	
-------	--	---------------	--

SUBS (Scan to get a RECEIVED ON Label)

Sandwich Meats		Sliced Tomatoes		Dressings	
Sandwich Cheese		Pre-Set Subs		Shredded Lettuce (precut)	

BREAKFAST/BAKED CINNAMON STICKS(Scan to get a RECEIVED ON Label)

Biscuit		Sausage Patty		Bacon Strips	
American Cheese		Scrambled Egg Square		Hash Brown Rounds	
Cinnamon Sugar		Icing Dipping Cups		Baked Cinnamon Sticks	

BREADSTICKS (Scan to get a RECEIVED ON Label)

Dough		Breadstick Sauce		Butter oil	
-------	--	------------------	--	------------	--

Hot-Hold Labeling

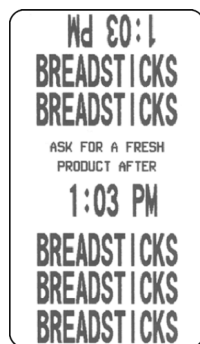
To print one label, press a product button on the keypad/terminal one time.

To print several Hot-Hold Labels:

1. Press the numeric buttons to enter a quantity.

The display prompts you for a product.

2. Press a product button.



Hot Hold Sample

Inventory Labeling

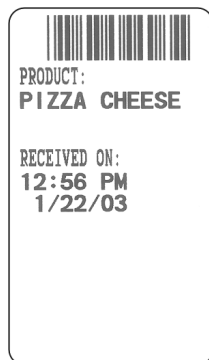
The inventory management process starts when the Stage 1 label prints with the date/time information and is applied either to a product label or is applied somewhere on the product bag or box.

Stage 1

1. Scan a product barcode from the scan sheet to print a Stage 1 label.
2. Scan a quantity barcode from the scan sheet. The Stage 1 label prints.



To by-pass a Stage 1 label and go directly to a Stage 2 label, scan "Thaw" from the process box on the top of the scan sheet and then scan the product.



Stage 1 Label

3. Go to Stage 2.

Stage 2

1. When the product is ready for the next process (Stage 2), scan the barcode from the Stage 1 label or scan "Thaw" from the process box on the top of the scan sheet and then scan the product.
2. Scan a quantity barcode from the scan sheet. The Stage 2 label prints with the new date/time information. Apply the Stage 2 label on top of the Stage 1 label.



To by-pass a Stage 2 label and go directly to a Stage 3 label, scan "Maketable" from the process box on the top of the scan sheet and then scan the product.

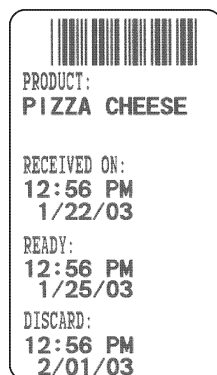
3. Go to Stage 3.

Stage 3

1. When the product is ready for the next process (Stage 3), scan the barcode from the Stage 2 label or scan "Maketable" from the process box on the top of the scan sheet and then scan the product.

The process is done (all stages complete) when a label prints without a barcode.

2. Scan a quantity barcode from the scan sheet. The Stage 3 label prints with the new date and time information. Apply the Stage 3 label on top of the Stage 2 label.



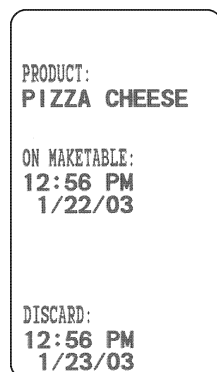
PRODUCT:
PIZZA CHEESE

RECEIVED ON:
12:56 PM
1/22/03

READY:
12:56 PM
1/25/03

DISCARD:
12:56 PM
2/01/03

Stage 2 Label



PRODUCT:
PIZZA CHEESE

ON MAKETABLE:
12:56 PM
1/22/03

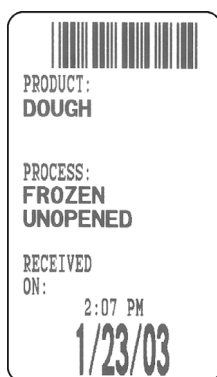
DISCARD:
12:56 PM
1/23/03

Stage 3 Label

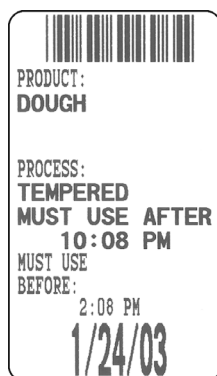
From Frozen to Pre-Top

This section explains how to take frozen dough to the pre-top stage:

1. When you receive frozen dough, press the Dough Frozen/ Pan/BDSTK Retard button on the keypad/terminal. The Stage 1 label prints with date and time information. Apply the Stage 1 label to the product.
2. Scan the barcode from the Stage 1 label when the dough is ready for the next process.
3. Scan a quantity barcode from the scan sheet. The Stage 2 label (TEMPERED) prints with new date/time information. Apply the Stage 2 label on top of the Stage 1 label.
4. Scan the barcode from the Stage 2 label (TEMPERED) when the dough is ready for the next process.



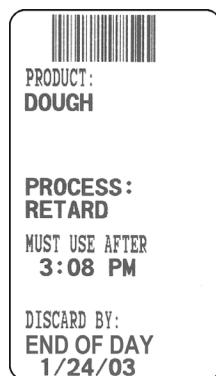
Stage 1 Label



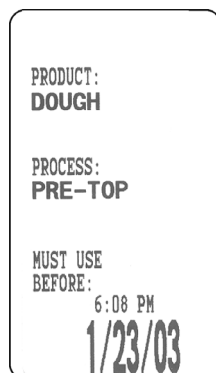
Stage 2 Label

5. Scan a quantity barcode from the scan sheet. The Stage 3 label (PROCESS: RETARD) prints with the new date/time information. Apply the Stage 3 label on top of the Stage 2 label.
6. Scan the barcode from the Stage 3 label (PROCESS: RETARD) when the dough is ready for the next process.
7. Scan a quantity barcode from the scan sheet. The Stage 4 label (PRE-TOP) prints with the new date/time information. The PRE-TOP label indicates the dough is ready to be topped.

If any errors occur when printing, see Appendix A, "Troubleshooting" for more information.



Stage 3 Label



Stage 4 Label

Future Downloads

Updates will be released by Pizza Hut®.

CARE AND MAINTENANCE

3

This chapter tells you how to

- ◆ clear label jams
- ◆ clean the printhead
- ◆ check the software version
- ◆ clear the buffer.

Clearing Label Jams

When you are printing and a jam occurs, the indicator light turns ORANGE.

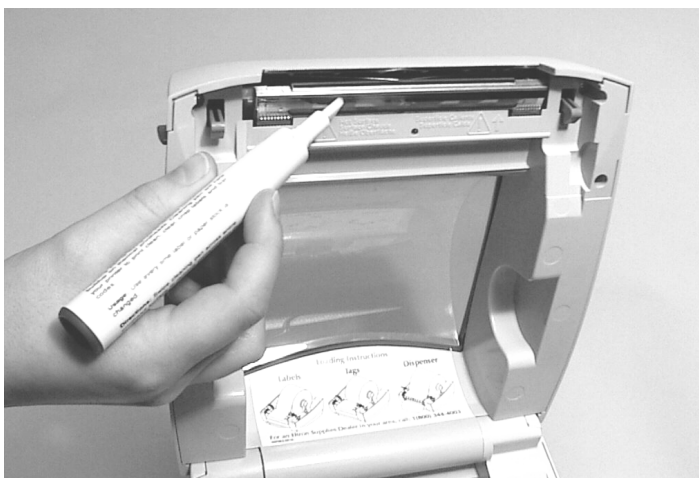
To clear the jam:

- 1. MAKE SURE THE POWER IS OFF.** Press (O) to turn off and (I) to turn on.
- 2.** Press the cover release buttons (on both sides of the printer) towards the front of the printer. Lift open the cover.
- 3.** If necessary, remove any supply that has been previously loaded by pushing out the supply holder tabs. The supply should lift out of the printer.
- 4.** Remove the jammed labels. **Do not use sharp or pointed objects to remove labels** or damage to the printhead may occur.
- 5.** Reload the supply. Chapter 2, "Using the Pizza Hut® Application," for more information.
- 6.** Close the cover until the cover locks in place.
- 7.** Press the FEED button to clear the error. The indicator light should turn GREEN.

Cleaning the Printhead

Clean the printhead every time you load a new label roll into the printer.

- 1. MAKE SURE THE POWER IS OFF.** Press (O) to turn off and (I) to turn on.
- 2.** Press the cover release buttons (on both sides of the printer) towards the front of the printer. Lift open the cover.
- 3.** Gently rub the cleaning pen across the printhead.



- 4.** Allow the printhead to dry for one minute before closing the cover and resume printing.

Checking the Software Version

Your keypad/terminal displays the software version when it is turned off and then turned back on.

Clearing the Buffer

To clear the buffer:

- 1. MAKE SURE THE POWER IS OFF.**
- 2.** Load labels for non-peel mode. See Chapter 2, "Using the Pizza Hut® Application."
- 3.** Press and hold the FEED button while turning on the printer.
- 4.** Release the FEED button when the indicator light starts flashing red.
- 5.** Several labels advance including the status label.
- 6.** Press the FEED button.

TROUBLESHOOTING

A

Problem	Action
Indicator light is off when the printer is turned on.	Check the power connections from the power supply to printer and AC outlet. See "Setting Up the System," in Chapter 1.
Indicator light is GREEN, but the printer will not print.	Check the interface cable connections from the computer to printer See "Setting Up the System," in Chapter 1. Verify that the labels are the correct type (thermal direct not thermal transfer) and supply is loaded correctly. See Chapter 2, "Using the Pizza Hut® Application." Clean the printhead. See "Cleaning the Printhead," in Chapter 3. Make sure the cover is closed.
Printing is faded or poor quality.	Verify that the labels are the correct type (thermal direct not thermal transfer) and supply is loaded correctly. See Chapter 2, "Using the Pizza Hut® Application." Clean the printhead with a cleaning pen. See "Cleaning the Printhead," in Chapter 3. Adjust the print speed/darkness. See your System Administrator.
Label exits partially out of the printer or skips a label.	A label might be caught in the printer. See "Clearing Label Jams," in Chapter 3. Load the supply correctly. See Chapter 2, "Using the Pizza Hut® Application." Check printer's memory configuration. See your System Administrator.

Problem	Action
Printing stops and indicator light turns ORANGE.	Adjust the label gap sensor. <ol style="list-style-type: none"> 1. Turn off the printer. 2. Load labels for non-peel mode. See Chapter 2, "Using the Pizza Hut® Application." 3. Press and hold the FEED button while turning the printer on. 4. Release the FEED button when the indicator light starts flashing red. Several labels advance including the status label. 5. Press the FEED button. Problem with the supply. Load different supply. See Chapter 2, "Using the Pizza Hut® Application." Clear a label jam. See "Clearing Label Jams," in Chapter 3. Software problem. Check the printer memory configuration. See your System Administrator.
The printer does not detect the gap between each label.	Adjust the label gap sensor. <ol style="list-style-type: none"> 1. Turn off the printer. 2. Load labels for non-peel mode. See Chapter 2, "Using the Pizza Hut® Application." 3. Press and hold the FEED button while turning on the printer. 4. Release the FEED button when the printer starts advancing lines. Several labels advance including two Diagnostic labels. 5. Press the FEED button.
The keypad/terminal displays an error.	Clear the error, turn off the printer and then back on.

Paxar® Barcode Product Limited Warranty

Thank you for purchasing a Paxar® (or Monarch®-brand) barcode product. Paxar warrants that your product will be free from defects in material and workmanship for a period of one (1) year from the date of shipment by Paxar. Please read this warranty very carefully. THIS WARRANTY IS A LIMITED WARRANTY AND IS IN LIEU OF AND EXCLUDES ALL OTHER WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

Warranty Period - The limited warranty starts on the day the product is shipped from Paxar and ends after a period of one (1) year or when the product's life has been exceeded, whichever occurs first.

Parts and Labor - Paxar will provide new or remanufactured parts and labor, free of charge, to correct defects in material and workmanship for the product(s) covered by the limited warranty during the warranty period. This limited warranty is a depot warranty only.

Shipping - The customer is responsible for inbound transportation charges and Paxar is responsible for return transportation charges (via ground) to correct defects in material and workmanship during the limited warranty period.

Packaging - Products returned shall be packaged in the original packaging and shipping container or comparable container. In the event the product is not packaged properly or if shipping damage is evident, Paxar will not accept the printer for service under warranty. Products received in unsuitable containers will be returned in Paxar-approved packaging at the customer's expense.

Thermal Printhead Warranty - The thermal printhead is covered by a prorated limited warranty of six (6) months or one million (1,000,000) inches of use, whichever occurs first. Physical damage to the printhead is not covered by the limited warranty.

Battery and Cable Warranty - Batteries and cables are covered by a prorated limited warranty of three (3) months from the date of shipment. Physical damage to the battery(ies) or cable(s) is (are) not covered by the limited warranty.

Consumables - The product limited warranty does not include or cover consumables or sundry items such as ribbons, tags, labels, knives, batteries, cables or thermal printheads (see above battery, cable, and thermal printhead warranty).

Use of Supplies - Only genuine Paxar® or Monarch® supplies are recommended for use in Paxar products. This limited warranty does not cover service required as a result of the use of non-Paxar supplies.

Host Communication - Service required to develop or correct on-line host communications, including the use of non-Paxar communications cables, is not covered by the product warranty.

Operating Instructions - Proper operation of the product requires the user to read and follow the operating instructions. The limited warranty does not cover service that is required as a result of operator error and or failure to read and follow the documentation included with the product.

Installation and Training - Installation and training of the operators is a professional service that is available on a time and material basis. Installation and training is not covered by the limited warranty.

Exclusions - This limited warranty covers defects in material and workmanship only and does not cover damage to batteries and cables or caused by accident, abuse, violence, acts of God or use of non-Paxar or non-Monarch supplies, or those not meeting the Paxar specifications.

Paxar shall not be liable for direct, indirect, or consequential damages, costs, expenses, lost profits, or lost savings resulting from the use, operation, or malfunction of the verifier.

This limited warranty is valid only in the United States of America.

This limited warranty is the only warranty on which the customer can rely. Paxar reserves the right to make changes in the products, programs and their availability at any time and without notice.

This warranty is void if the product is altered or repaired by anyone except a Paxar service representative or contrary to the instructions provided by Paxar.

To Initiate a Warranty Claim - The customer must follow the steps below in order to make a warranty claim under the limited warranty:

1. Call (800) 543-6650 in order to report your problem to our technical support center.
2. A Paxar technical support specialist will work with you to attempt to resolve the problem by telephone.
3. If telephone resolution of your problem is unsuccessful, the technical specialist will issue an incident # for you to return your product prepaid, for warranty repair, subject to the terms of the limited warranty above.

For missing items, parts, a cleaning pen,
service or technical assistance, call toll free:
1-888-MON-9414

For more paper labels, call one of the following:

PrimeSource: 1-800-397-4737 (item #85221)

Wasserstrom: 1-800-999-9277 (item #374014)

Unified Food Co-op: 1-800-444-4144 (item #374014)